

# McDonald's of Guam

## PCOR Business Plan

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McDonald's is here to continue serving the community. Our goal is to create an environment where both employees and customers feel safe by following guidelines as outlined by: 1) local Executive Orders, 2) local Department of Health guidelines, 3) CDC guidelines for personal hygiene, and 4) McDonald's food safety guidelines.

### EMPLOYEES

1. Employees are trained on new procedures due to coronavirus pandemic.
2. Employees must wear face coverings at all times unless actively eating/drinking.
3. Employees must wear gloves at all times while working.
4. Employees must properly wash hands hourly and more frequent if needed.
5. Employees must sanitize hands as often as needed.
6. Employees must practice social distancing in the restaurant when spacing permits.
7. Employees undergo Wellness and Temperature Check prior to starting their shift.
  - o If sick or showing symptoms of sickness, employees are not allowed to work. Employee may return the next day and if employee does not pass wellness and temperature check again, employee is sent home and manager on duty must report this to General Manager, Supervisor, Human Resources Manager, and Company Owner for further action. Employee may only return to work once cleared by doctor's note.

### RESTAURANT

1. Protective Panels are installed at front counter order taking, pick-up, and drive-thru windows.
2. Hand sanitizers are available for customer use.
3. Floor Decals guide customer flow.
4. Signages help guide customer behaviors when in the restaurant (i.e. use face covering, social distancing).
5. High-touch surfaces (i.e. door handles, credit card machines) and restrooms are clean/sanitized every 30 minutes.
6. Restroom social distancing restrict occupancy to one person at a time.
7. Self-serve areas (beverage bar and condiment area) are closed to customers.
8. Dine-in seating is arranged to promote social distancing guidelines.
9. Limited occupancy as per local mandates.
10. Customer Care Messaging: "This table has been cleaned and sanitized for your enjoyment."

### MANAGEMENT

1. Managers are trained on new procedures due to coronavirus pandemic.
2. If employee reports to have coronavirus, manager must immediately report this to General Manager, Supervisor, Human Resources Manager, and Company Owner for further action.